

### Position Information

<b>Position Title</b>	Chief Executive Officer
<b>Stream</b>	Business Supports
<b>Program</b>	Business Services
<b>Reports to</b>	Chair, TeamHEALTH Board
<b>Direct reports</b>	Deputy CEO, Executive Managers, Program Manager Business Services, Team Leader Human Resources, First Nations Project Lead, Executive Support Coordinator

### Organisation Information

TeamHEALTH is a non-faith based specialist organisation who have been operating in the Northern Territory for over 37 years. As one of the largest providers of community support in the Northern Territory, TeamHEALTH offers a wide range of services to individuals living with mental illness, as well as those who are vulnerable or disadvantaged.

TeamHEALTH's purpose and vision are to create community capacity for good mental health so that all people may lead a full and valued life through the provision of supports, advocacy and education. Our role is not to judge what a valued life looks like, but to ask those we support what it means and support them to achieve it. We work with participants to provide person-centred, culturally safe early intervention, and recovery-focused mental health support, helping participants understand and manage their mental health challenges.

TeamHEALTH provide a range of recovery focused, strengths-based supports through our residential services which include NDIS Supported Independent Living homes and Short Stay Acute Residential Services, Community Housing Service, outreach programs in regional and remote Northern Territory, child and family wellbeing, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

TeamHEALTH is accredited under the National Standards for Mental Health Services, the NDIS Quality and Safeguarding Framework, the National Regulatory System for Community Housing, Aged Care Quality Standards, and the National Principles for Child Safe Organisations. We remain committed to ensuring quality service provision and supporting participants in achieving their goals.

## Position Summary

The Chief Executive Officer leads and manages the performance of TeamHEALTH to maintain a successful and sustainable organisation in line with the next stage of its Strategic Plan which articulates TeamHEALTH's vision, purpose and core business through consolidation and growth. Reporting to the Board Chair, the Chief Executive Officer has overall strategic responsibility for all TeamHEALTH operations and will support the Executive Management team in the planning and management processes for each of its services.

The Chief Executive Officer will be a forward thinking, innovative leader capable of utilising their strong organisational skills to lead TeamHEALTH through its next phase of growth and consolidation. As TeamHEALTH constantly evolves to expand its capacity to provide mental health education, valued mental health supports and quality housing to participants requiring additional support to lead a full and valued life, the Chief Executive Officer will play a pivotal role in driving this change. An ability to lead through periods of transformation, maintain flexibility and an apply innovative business strategies is essential in this position.

The Chief Executive Officer will take a lead role in driving initiatives to diversify income sources, Improve TeamHEALTH's effectiveness, sustainability, and strategic positioning, with a focus on ensuring TeamHEALTH's programs are high-quality and sustainable.

In leading TeamHEALTH the Chief Executive Officer will model behaviours that:

- Inspire and communicate the vision and values of TeamHEALTH in all actions
- Influence, motivate and mentor to support productive behaviours and achievement of goals
- Are innovative and entrepreneurial, demonstrating comfort with ambiguity and prudent taking of risk
- Communicate effectively, encouraging collaboration internally and with our stakeholders, and
- Ensure accountability for outcomes, celebrate success and proactively address shortcomings.

The Chief Executive Officer will develop and maintain significant, influential relationships with government funding groups, commercial partners, regulatory agencies, mental health sector organisations and other key external stakeholders. As the primary spokesperson and representative for TeamHEALTH, the Chief Executive Officer will ensure that its purpose, programs and services are consistently presented in a strong, accurate and positive manner to relevant stakeholders.

## Key Result Areas

### 1. Board

- 1.1. Provide the Board with regular high-quality analysis, briefings and recommendations to enable them to guide the organisation and meet regulatory and fiduciary duties in an efficient and effective manner.
- 1.2. Implement the decisions of the Board.
- 1.3. Ensure the Board is fully appraised of TeamHEALTH's performance on legislative/regulatory compliance, risk management and maintenance of accreditation to the National Standards for Mental Health Services, National Regulatory Scheme for Community Housing, the NDIS Quality and Safeguarding Framework, Aged Care Quality Standards, ACNC registrations and the National Principles for Child Safe Organisations.

### 2. Strategy

- 2.1. Collaborate with the Board and Executive Management team to develop a three-year strategic plan that aligns with the current 2023-2026 plan.
- 2.2. Lead and provide resources for the expansion of TeamHEALTH's Housing/Homelessness Programs, as well as identify and pursue any opportunities for organisational diversification.
- 2.3. Continually evaluate and develop comprehensive risk management strategies to ensure a safe workplace environment and the delivery recovery focused, strengths-based services for participants.
- 2.4. Oversee the evolution, implementation and promotion of the organisation's Reconciliation Action Plan, ensuring TeamHEALTH is a safe, culturally informed workplace and the four key focus areas of Acknowledgement, Respect, Education and Diversity are upheld.
- 2.5. Support TeamHEALTH's Lived Experience framework by creating a supportive environment within the Lived Experience Group. This includes the growth of a lived experience workforce, encouraging reflection on practice from a lived experience perspective, and driving the implementation of these insights across the organisation.
- 2.6. Empower First Nations people in the organisation by fostering the growth of a First Nations Workforce and the promotion of a culturally safe workplace, as guided by the First Nations Advisory Group.
- 2.7. Support the Executive Management team to review and improve three-year business plan in line with the strategic plan which articulates KPIs and actionable steps for the organisation.
- 2.8. Monitor the ongoing implementation of the current strategic plan, including regular reporting, and guide the execution of the subsequent strategic plan.

### 3. Operational Management

- 3.1. Cultivate sustainable and productive relationships with government/s and partnering organisations, whether non-government organisations or commercial entities, participants, carers, staff and the community.
- 3.2. Support the Executive Management team in meeting NDIS accreditation and quality standards, ensuring TeamHEALTH maintains its position as a leading and first choice provider of NDIS service and Home Care Packages for participants.
- 3.3. Provide leadership and work collaboratively with all stakeholders and the Executive Management team to ensure the successful planning, development, and implementation of new infrastructure that supports the growth and expansion of services within the organisation.
- 3.4. Serve as TeamHEALTH's primary spokesperson, creating and identifying opportunities to promote mental health awareness, while affirming TeamHEALTH's profile and good standing with funders, the community and stakeholders.
- 3.5. Seek opportunity to increase capacity and build on the brand and reputation of TeamHEALTH in the community.

- 3.6. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, carers and external contacts.
- 3.7. Ensure all participants engaged with TeamHEALTH including, carers, Aboriginal and Torres Strait Islander people/communities and people from diverse backgrounds are able to influence TeamHEALTH's service provision in an ongoing manner. Support the Executive Management team to plan and develop practical responses to reforms in the mental health sector, opportunities for alternative income streams and the expansion of existing programs.
- 3.8. Assist staff in expanding programs that facilitate the training and development of key stakeholders, while creating additional funding streams to provide high quality education in mental health and community services.
- 3.9. Ensure the financial viability of TeamHEALTH operations through sound financial management and the continued implementation of effective policies, processes and systems that promote organisational sustainability.
- 3.10. Ensure the organisation has comprehensive policies, processes and systems in place to support the provision of high-quality services in accordance with accreditation requirements, legislative and regulatory requirements and to effectively identify, manage and review risk.
- 3.11. Ensure effective workforce planning, policies and systems are aligned with TeamHEALTH's strategic and operational needs, meet statutory, legislative and regulatory requirements, and optimise staff occupational health and safety.

## Key Selection Criteria

### All TeamHEALTH Staff

- A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
- A current Driver's Licence.
- A current Ochre Card and NDIS Worker Screening Clearance.
- NDIS Worker Orientation Module Certificate.

### Essential for Position

- Degree in Commerce/Business Administration and / or relevant qualification.
- Minimum five years' experience in a Chief Executive Officer position.
- Demonstrated capability to operate and think strategically displaying strong business acumen and a high level of initiative.
- Proven ability to manage multiple accountabilities while leading a dynamic, evolving organisation, with a record of successfully handling competing priorities under pressure and within tight timeframes.
- Strong financial literacy with the ability to develop a sustainable financial future for the organisation by maximising income streams and overseeing effective financial management.
- Working knowledge of the National Mental Health Standards, NDIS Practice Standards, Aged Care Quality Standards and National Regulatory System for Community Housing (NRSCH), National Principles for Child Safe Organisations and modern awards, legislation and National Employment Standards.
- Demonstrated understanding of early intervention approaches, psychosocial rehabilitation, the recovery-focused, strengths-based model in the mental health services field.

- Strong analytical and decisive decision-making skills with the ability to prioritise and communicate key objectives and strategies to achieve organisational objectives.
- Exceptional leadership skills with the ability to manage and develop others by fostering an empowering and respectful team environment.
- Demonstrated high level communication skills (both written and verbal), with the ability to engage and interact effectively with a diverse range of individuals and build professional relationships that contribute to TeamHEALTH's purpose.
- Proven experience in leading change projects and organisational development initiatives.
- Action orientated and mission driven with the ability to positively influence others and effectively communicate the organisation's needs and direction to multiple and diverse stakeholders.

### Desirable for Position

- Master of Business Administration.
- Post Graduate Diploma in Health Administration.
- Board representation in the Not-for-Profit sector.
- Understanding of commercial enterprises.
- Demonstrated experience in the management and delivery of community services, mental health supports, education and awareness programs, community housing, home care packages, NDIS services and service delivery in the non-government sector.

### Position Description Approval

<b>Approved by</b>	Jessica Silvester, Chair and Public Officer, TeamHEALTH Board
<b>Date approved</b>	29 January 2025